



WISCONSIN DEPARTMENT OF CORRECTIONS

Governor Tony Evers / Secretary Kevin A. Carr

Jackson Correctional Institution

DATE: July 14, 2023
TO: JCI Staff
JCI Persons in Our Care (PIOC)
Potential Visitors
FROM: Kevin Garceau, Deputy Warden Jackson Correctional Institution (JCI)
RE: JCI Visiting Changes

ICSolutions (ICS):

- Effective July 3, 2023, potential visitors can begin scheduling both in-person and virtual video visits through the new ICSolutions (ICS) website.
- JCI will no longer be scheduling, nor have any function in the scheduling, of regular in-person or virtual video visits for visits taking place after July 16, 2023.
- In-person and virtual video visits can be scheduled up to fourteen (14) days in advance of the visit, but no later than forty-eight (48) hours prior to the visit.
- The new in-person and virtual video visiting times will begin on July 17, 2023.
- Both in-person and virtual video visitors *must* be on the approved visitors list.
- JCI will provide each PIOC with his updated visiting list which will include his unique “Party ID.”
- The PIOC is responsible for providing potential visitors with his unique Party ID, so an ICS account can be created for scheduling both in-person and virtual video visits. JCI Staff cannot provide this information to visitors.
- ZOOM visits held in the Visiting Room will no longer be provided after July 16, 2023.

General Population In-Person Visits:

- Each PIOC is eligible for four (4) in-person visits per week. A week is defined as Monday through Sunday; however, there are no in-person visits on Mondays unless designated by JCI as a recognized holiday.
- In-person visits are restricted to one (1) visit per day.
- Each in-person visit is limited to seven (7) visitors.
- Length of in-person visits will be two (2) hours each day.
- There are eight (8) in-person visiting tables available per visitation time slot.
- In-person visiting days/hours are available per the chart below:

General Population In-Person Visits	
Tuesday through Friday	Saturday, Sunday, and JCI-Recognized Holidays
3:00 p.m. to 5:00 p.m.	8:00 a.m. to 10:00 a.m.
5:20 p.m. to 7:20 p.m.	10:20 a.m. to 12:20 p.m.
	12:40 p.m. to 2:40 p.m.

General Population and Barracks Housing Units Virtual Video Visits: JCI will monitor virtual video visit usage, allowable limits, and defined timelines; any changes to allow everyone equal visitation opportunities will be communicated in advance.

- Virtual video visits are available seven days per week.
- Each PIOC is eligible for one (1) free virtual video visit per week.
- Each PIOC is eligible for three (3) paid virtual video visits per week.
- The length of each virtual video visit will be approximately :25 minutes.
- The cost for a virtual video visit is \$2.50 per visit.
- A virtual video visit is defined as any connection of the scheduled visit-up to the full :25 minutes.
- There will be five (5) minutes between each virtual video visit at each machine.
- Virtual video visit times are available at the top of the hour and at the :30-minute mark; example, one video visit begins at 9:00 a.m., and the next video visit begins at 9:30 a.m.
- A maximum of four (4) virtual video visitors are allowed per video visit.
- Each virtual video visitor is required to show their approved identification (ID) to the camera at the start of the video visit; recordings will be randomly monitored and reviewed by JCI Staff. If JCI Staff ask to see a visitor’s ID during the virtual video visit, it must be provided by showing it to the camera.
- PIOC will *not* be excused from work, school, or groups for virtual video visits.
- Any inappropriate behavior, such as, but not limited to, sexual acts, nudity, violence, or criminal activity, will result in disciplinary action and possible suspension/termination of visiting privileges.
- When a PIOC completes his virtual video visit, the PIOC is to exit the area timely to allow for the next virtual video visit to begin on time. Loitering and/or failure to follow this direction may result in disciplinary actions.
- Virtual video visiting times are available per the chart below:

General Population and Barracks Housing Units Virtual Video Visit Times		
Morning	Afternoon	Evening
8:00 a.m. to 8:25 a.m.	1:00 p.m. to 1:25 p.m.	6:00 p.m. to 6:25 p.m.
8:30 a.m. to 8:55 a.m.	1:30 p.m. to 1:55 p.m.	6:30 p.m. to 6:55 p.m.
9:00 a.m. to 9:25 a.m.	2:00 p.m. to 2:25 p.m.	7:00 p.m. to 7:25 p.m.
9:30 a.m. to 9:55 a.m.	2:30 p.m. to 2:55 p.m.	7:30 p.m. to 7:55 p.m.
10:00 a.m. to 10:25 a.m.	3:00 p.m. to 3:25 p.m.	8:00 p.m. to 8:25 p.m.
10:30 a.m. to 10:55 a.m.	3:30 p.m. to 3:55 p.m.	8:30 p.m. to 8:55 p.m.

Restrictive Housing Unit (RHU) Virtual Video Visitation:

- All Restrictive Housing Unit (RHU) visits will be virtual video visits; there are no in-person visits when PIOC are in RHU.
- The length of virtual video visits will be approximately :25 minutes.
- The cost of virtual video visits will be \$2.50 per visit; a visit is defined as any connection of the visitation up to the full :25 minutes.
- A maximum of four (4) visitors are allowed per virtual video visit.

- Each virtual video visitor is required to show their approved identification (ID) to the camera at the start of the video visit; recordings will be randomly monitored and reviewed by JCI Staff. If JCI Staff ask to see a visitor’s ID during the virtual video visit, it must be provided by showing it to the camera.
- Any inappropriate behavior, such as, but not limited to, sexual acts, nudity, violence, or criminal activity, will result in disciplinary action and possible suspension/termination of visiting privileges.
- RHU virtual video visitation days/hours are available per the chart below:

RHU Virtual Video Visit Days/Hours		
<u>Monday and Wednesday</u>	<u>Tuesday and Thursday</u>	<u>Saturday, Sunday, & Holidays</u>
8:00 a.m. to 8:25 a.m.	6:00 p.m. to 6:25 p.m.	<u>Morning Hours:</u>
8:30 a.m. to 8:55 a.m.	6:30 p.m. to 6:55 p.m.	8:00 a.m. to 8:25 a.m.
9:00 a.m. to 9:25 a.m.	7:00 p.m. to 7:25 p.m.	8:30 a.m. to 8:55 a.m.
9:30 a.m. to 9:55 a.m.	7:30 p.m. to 7:55 p.m.	9:00 a.m. to 9:25 a.m.
		9:30 a.m. to 9:55 a.m.
		<u>Evening Hours:</u>
		6:00 p.m. to 6:25 p.m.
		6:30 p.m. to 6:55 p.m.
		7:00 p.m. to 7:25 p.m.
		7:30 p.m. to 7:55 p.m.

- There are no RHU virtual video visits on Fridays.